

Student Name: \_\_\_\_\_

Date: \_\_\_\_\_

**PROGRAM COMPETENCY PROFILE FOR CAREER TECHNICAL EDUCATION**  
**Career Cluster: Business, Management & Administration**

**Program Name: Business/Commerce, General CIP: 520101**

Effective 10/10

National Standard: National Standards for Business Education (NBEA)

Competencies (statement that provides the overview and defines the instructional area)	Knowledge, Content and Skills (what a student needs to know and be able to do and upon which they will be assessed)	<u>NH Common Core State Standards</u> – Aligned	Rating Scale -Sample Performance Assessments (Performance tasks the student needs to demonstrate in order to be rated proficient in meeting the competency)				
Student will:	Student will:	<ul style="list-style-type: none"><li>English/Language Arts/Literacy: E</li><li>Mathematics: M</li><li>Science: S</li><li>Art: A</li></ul>	Student will:				
Understand the concepts and methods of business communication and use business technology to develop effective communication skills.	1. Communicate in a clear, concise, correct and courteous manner on personal and professional levels. Demonstrate ability to follow through on written and oral instructions.		<table><tr><td>1</td><td>2</td><td>3</td><td>4</td></tr></table> <b>For Example:</b> Management sends a memo asking you to put together a short presentation about a project that your department has been working on. Your task is to put together a power point presentation and written handouts. You will need to schedule and hold a brief session to present the information.	1	2	3	4
	1	2	3	4			
2. Demonstrate and use technology to enhance the effectiveness of communication. Prepare, edit, write and disseminate internal and external business correspondence to obtain and convey information effectively.  <b>AAI 4. Technical and Production Skills:</b> Identify specific production and technical skills required for this industry.  <b>AAI 5. Underlying Principles of Technology:</b> Explain through discussion the technological systems used within this industry.		<table><tr><td>1</td><td>2</td><td>3</td><td>4</td></tr></table> <b>For Example:</b> As a manager you will prepare and determine the most effective means of distributing confidential company information to employees and general information to customers.	1	2	3	4	
1	2	3	4				

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	3. Analyze, synthesize, evaluate and apply technologies to solve problems, increase productivity, and improve personal quality of life		<table border="1" style="display: inline-table; vertical-align: top;"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <p><b>For Example:</b> You will be speaking at a business event and your topic is IT. You need to address how information technology has transformed business and managerial decision making and its impact on quality of life.</p>	1	2	3	4
1	2	3	4				
<b>Understand the importance of professional development, networking, leadership and personal growth to enhance career success</b>	4. Apply basic social communication skills in both professional and personal settings. Recognize and demonstrate confidentiality, positive attitude, and respect in the workplace.  <b>AAI 9. Personal Work Habits:</b> Explain the work habits an employer looks for in an employee in this industry.		<table border="1" style="display: inline-table; vertical-align: top;"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <p><b>For Example:</b> As the human resources representative for your company you have received information from an employee's supervisor that an accommodation plan needs to be developed because the employee has developed a medical issue. You will meet with the employee to review their rights concerning this matter.</p>	1	2	3	4
1	2	3	4				
	5. Demonstrate personal growth, community leadership, democratic principles and personal responsibility by participating in activities/events offered through student organizations.		<table border="1" style="display: inline-table; vertical-align: top;"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <p><b>For Example:</b> As a member of a Career and Technical Service Organization, such as FBLA/ DECA, you have been requested to visit local schools and present information on the benefits of belonging to such an organization.</p>	1	2	3	4
1	2	3	4				

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	6. Incorporate appropriate leadership and supervision techniques, customer service strategies and business values and ethics to communicate effectively with various business constituencies.  <b>AAI 6. Labor Issues:</b> Explain the employees' and employers' rights and responsibilities in this industry		<table border="1"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <b>For Example:</b> As the new HR Director of a company, you are given the task to develop an employee training program or manual that explains employee/employer rights, leadership skills, and preferred customer service techniques in alignment with the company's mission statement or goals.	1	2	3	4
1	2	3	4				
<b>Understand planning and management principles to improve workplace efficiency and achieve business objectives</b>	7. Develop personal management skills to function effectively and efficiently in a business environment.		<table border="1"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <b>For Example:</b> As the new manager of a department store, you have been assigned the task of designing, implementing, and modifying (as needed) a time management plan. You will present your plan to your supervisor.	1	2	3	4
1	2	3	4				
<b>Understand economic and financial concepts and analyze business and personal financial data for use in business decisions.</b>	8. Explain and identify features of different economic systems and analyze the major features of the U.S. free market system.		<table border="1"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <b>For Example:</b> As an economist employee working for the US Department of Labor you have been assigned to analyze and compare how wages and prices are determined in free market and command (socialist) economies. You will present a written report, and make an oral presentation to your team.	1	2	3	4
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	9. Assess opportunity costs and trade-offs involved in making choices about how to use economic resources.		<table border="1"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <p><b>For Example:</b> As the owner of a new retail store, you have \$150,000 in start up cash and a \$100,000 line of credit to start the business. Analyze and explain how you best would allocate the funds for start up and operating expenses to ensure the company's success and growth during the first year. Describe which potential operating expenses and initial capital expenses you would allocate funds for, and which are better paid from operational cash flow.</p> <p>Your company is faced with having to make the difficult choice of off shoring the manufacturing portion of the business. You have been asked to prepare a report highlighting the opportunity costs and weighing the trade offs of doing business like this.</p>	1	2	3	4
1	2	3	4				
	10. Analyze the role of core economic institutions and incentives in the US economy		<table border="1"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <p><b>For Example:</b> You have been hired as an economist for a manufacturer of second generation MP3 players designed to compete with the iPod. Prepare a report to management outlining how prices are set by the market forces of supply and demand, including an illustration of the supply and demand curves that show increases and decreases in supply and demand, and explain why these changes occur for this product resulting from new technology and surpluses of older technology products. The report should include an explanation of how efficient production and allocation of goods and services (in the US) are based on pricing information. You will present your written report along with an oral presentation to the management team.</p>	1	2	3	4
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	11. Analyze the different types of market structures and the effect they have on goods and services produced.		<table border="1" data-bbox="1251 516 1486 548"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <b>For Example:</b> You are appointed Business Development Director for a major manufacturer of electronics that is expanding into the cellular phone industry. Prepare a report that examines US laws and government regulations that effect competition within the industry, give examples and analyze how government tax policies, subsidies and regulations affect the market.	1	2	3	4
1	2	3	4				
	12. Explain the importance of productivity and how specialization, division of labor, investment in physical and human capital, technological change and government intervention affect productivity and global trade.  <b>AAI 3. Finance:</b> Explain the key components of financial management of a company		<table border="1" data-bbox="1251 764 1486 797"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <b>For Example:</b> You are hired as an intern for a newly elected US Senator who will among other duties; serve as a committee member overseeing the Federal Reserve. You are tasked with preparing a briefing paper (“White paper”) for the Senator to use in considering votes on various appropriations. Provide a brief history of banking and the Federal Reserve in the US, and how monetary policies and fiscal policies evolved and when it may be appropriate to use a given policy. You should discuss the overall effects of government expenditures, regulations and tax policies on productivity and explain how government’s redistribution of income and wealth through taxation, spending and assistance/entitlement programs affects the well-being of individuals and businesses in the economy. You are also asked to analyze the effect of the global economy and global trade on U.S. business.	1	2	3	4
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	13. Analyze how the US economy functions as a whole and describe selected macroeconomic measures of economic activity.		<table border="1"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <p><b>For Example:</b> You are an associate at a major investment firm's marketing department. You must prepare an informational brochure on basic economics that the firm can use as a client marketing tool. The brochure should explain the different stages of the business cycle (e.g. recover, expansion, trough and peak), discuss major factors that affect the level of a country's Gross Domestic Product (GDP), explain the Consumer Price Index in relationship to purchasing power, and identify and analyze leading economic indicators and the methods of using them to validate opinions about the state of the economy and use in business and personal financial planning.</p>	1	2	3	4
1	2	3	4				
<b>Understand the concepts of personal finance to make sound financial decisions</b>	14. Explain the various services provided by financial deposit institutions		<table border="1"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <p><b>For Example:</b> As the marketing manager for a bank, you are directed to prepare an informational brochure to attract teenage banking customers. The brochure should explain the various services offered by the bank.</p>	1	2	3	4
1	2	3	4				
	15. Prepare, balance, and evaluate a spending/savings plan		<table border="1"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <p><b>For Example:</b> You have been hired by the local high school to give a presentation to high school students on how to prepare, balance and evaluate a personal budget, savings and spending plan with the goal to purchase a used car for \$3,000 by the end of the summer.</p>	1	2	3	4
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	16. Describe consumer rights, responsibilities, and remedies, giving examples of each.		<table border="1"><tr><td>1</td><td>2</td><td>3</td><td>4</td></tr></table> <p><b>For Example:</b> As a consumer you have contacted the Federal Trade Commission because you feel your rights have been violated. The support staff asks what division you need as there are seven divisions (Advertising Practice, Enforcement, Financial Practices, etc). You will research the divisions on their web site and get back to the person once you know what division can assist you with your inquiry.</p>	1	2	3	4
1	2	3	4				
Understand the fundamental concepts of entrepreneurs and entrepreneurial opportunities and how entrepreneurs influence the economy	17. Recognize that entrepreneurs possess unique characteristics and evaluate the degree to which one possesses those characteristics.		<table border="1"><tr><td>1</td><td>2</td><td>3</td><td>4</td></tr></table> <p><b>For Example:</b> As an employee of the SBA, you are asked to prepare and present to would be entrepreneurs on the basic skills necessary for success as a business owner. Your presentation should: identify and assess personal traits, characteristics and qualifications of successful entrepreneurs; identify the unique contributions of entrepreneurs to the economy; explain the importance of entrepreneurship as a choice in a market economy; and the importance of recognizing opportunities resulting from others’ wants and needs and ability to generate alternative solutions to problems.</p>	1	2	3	4
	1	2	3	4			
18. Use the financial concepts and tools needed by the entrepreneur in making business decisions.		<table border="1"><tr><td>1</td><td>2</td><td>3</td><td>4</td></tr></table> <p><b>For Example:</b> You have decided to purchase a franchise. Research potential franchises, select one and determine costs of and resources needed to start the planned business. Prepare a cash flow projection and budget for the business. Discuss types of funding available for a new and existing business, and describe trade-offs between debt and equity financing.</p>	1	2	3	4	
1	2	3	4				
	AAI 1. Planning: Explain the key elements of a long-term plan for a successful company.						

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	19. Develop a management plan and business plan for an entrepreneurial venture.  <b>AAI 1. Planning:</b> Explain the key elements of a long-term plan for a successful company.  <b>AAI 2. Management:</b> Discuss the different forms of management and ownership within the industry.		<table border="1" style="width: 100%; text-align: center;"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <b>For Example:</b> You are a consultant hired by an entrepreneur to assist in establishing her business. Draft a letter to your client that explains the various forms of business ownership (e.g. sole proprietor, partnerships, C and S corporations, Limited Liability Corporations, etc.) along with the advantages and disadvantages of each. Recommend a structure for the client based on her goals and objectives for a planned business.  You are an entrepreneur seeking funding for a new business. Draft a business plan for lenders and investors that explains: form of business structure; mission statement and code of ethics; operating budget; funding/financing plan; management plan; marketing plan; human resource needs and options; risk management; opportunities for international trade; and exit plan options.	1	2	3	4
1	2	3	4				
<b>Understand business' responsibility to know, abide by, and enforce laws and regulations that affect business operations and transactions.</b>	20. Analyze the relationship between ethics and the law and describe the sources of the law, structure of US court system, different classifications of procedural law and ADR.		<table border="1" style="width: 100%; text-align: center;"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <b>For Example:</b> You are hired by the Immigration Service to prepare a handbook to help citizenship applicants study for their US Citizenship exam. The brochure should explain: the difference between law and ethics; the US judicial system, including the sources of law; how the US court system is structured; differences between criminal and civil law; and Alternative Dispute Resolution options.	1	2	3	4
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	21. Describe the different classifications of substantive law relevant to business.		<table border="1"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <p><b>For Example:</b> The law firm you work for has given you several court cases, both criminal and civil (torts), to analyze on behalf of the firms largest corporate client. You will draft a memo to the attorney that explains: for each case, the facts, legal issues, applicable law and how the court resolved the issue (holding). You will also explain how these cases may affect the client's business.</p>	1	2	3	4
1	2	3	4				
	22. Describe the relationships between contract law, law of sales and consumer law		<table border="1"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <p><b>For Example:</b> As contracts manager for a major manufacturer, you will review a proposed contract from a new supplier. You will prepare a memo to the CEO that explains whether all 6 elements exist to form the contract, summarize the contract clauses and explain when title and risk of loss pass and legal consequences of the shipping terms used under state, UCC and Incoterm in the event a shipment is lost.</p>	1	2	3	4
1	2	3	4				
	23. Analyze the role and importance of agency law and employment law as it relates to domestic and international business.  <b>AAI 1. Planning:</b> Explain the key elements of a long-term plan for a successful company. <b>AAI 6. Labor Issues:</b> Explain the employees' and employers' rights and responsibilities in this industry.		<table border="1"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <p><b>For Example:</b> You are the VP of Sales of a US company that wants to expand its sales force in the US and internationally. The company is considering whether to hire sales people as employees with a salary or as commission based independent contractors. Prepare a memo that provides the pros and cons of each type of relationship and the authority available to the salesperson under each arrangement. Also explain how agency law may affect the company in the event the salesperson commits a tort, depending on whether they are an employee or independent contractor.</p>	1	2	3	4
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	24. Explain the legal rules that apply to personal property, real property and intellectual property.		<table border="1"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <p><b>For Example:</b> The local economic development agency asks you to prepare a presentation for aspiring writers, artists and inventors that explain the basics of intellectual property law, and the steps necessary for them to protect their work through copyright, trademark and patents.</p>	1	2	3	4
1	2	3	4				
	25. Analyze the functions of negotiable instruments, insurance, secured transactions and bankruptcy.		<table border="1"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <p><b>For Example:</b> The laws for filing for bankruptcy have changed. You need to advise a client on filing for bankruptcy. You will need to research and provide a written report of how the client will need to proceed and how it will affect them.</p> <p>You want to borrow money for a car through a car loan. You need to explain how this would be a secured loan. What makes it a secured loan?</p>	1	2	3	4
1	2	3	4				
	26. Explain how advances in technology affect intellectual property, contract, criminal, tort and international law.		<table border="1"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <p><b>For Example:</b> With the use of the Internet, people are able to download music very easily. You have been hired by a music company to provide presentations to local high schools and colleges, during which you provide information about why it is an issue for the music industry, and how it is affecting the music business.</p>	1	2	3	4
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National Standard: National Standards for Business Education (NBEA)

Competencies (statement that provides the overview and defines the instructional area)	Knowledge, Content and Skills (what a student needs to know and be able to do and upon which they will be assessed)	<u>NH Common Core State Standards</u> – Aligned	Rating Scale -Sample Performance Assessments (Performance tasks the student needs to demonstrate in order to be rated proficient in meeting the competency)				
Student will:	Student will:	<ul style="list-style-type: none"><li>English/Language Arts/Literacy: E</li><li>Mathematics: M</li><li>Science: S</li><li>Art: A</li></ul>	Student will:				
Understand the functions of management and implementation and integration that affect a business’ ability to plan, control and organize an organization or department	27. Analyze the management functions and their implementation and integration within the business environment.		<table><tr><td>1</td><td>2</td><td>3</td><td>4</td></tr></table> <b>For Example:</b> You are an entrepreneur that is starting a new business locally, with a \$50,000 cash investment. You will be seeking funding or investment to expand so you must create a business plan for your proposed business that also includes a marketing plan, SWOT Analysis, operational plan, and financial projections for one year.	1	2	3	4
	1	2	3	4			
	28. Analyze management theories and their application in business.		<table><tr><td>1</td><td>2</td><td>3</td><td>4</td></tr></table> <b>For Example:</b> Over time, management has evolved to meet the changes in the business world. You are a recent graduate heading into a management position. Explain your position and thoughts of what type of manager you need to be for your company. Explain how it is different from previous management theories and how you will evolve as a manager with the changes in today’s business place.	1	2	3	4
1	2	3	4				
29. Describe human resource functions and their importance to an organization’s successful operation.		<table><tr><td>1</td><td>2</td><td>3</td><td>4</td></tr></table> <b>For Example:</b> An employee is complaining to you about her supervisor. She says that the supervisor expects more from her than from other employees. She feels the supervisor picks on her and gives her the most difficult jobs to do. She is quite unhappy and is considering asking for a transfer to a different department. You ask the employee if she has discussed the situation with her supervisor. She has not. As the HR representative, you ask the employee whether she wants you to get involved in the situation, or if she came to see you because she needed a listening ear. The employee responds by requesting help.	1	2	3	4	
1	2	3	4				

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# PROGRAM COMPETENCY PROFILE FOR CAREER TECHNICAL EDUCATION

## Career Cluster: Business, Management & Administration

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Effective 10/10

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	30. Describe organized labor and how it affects business and government. <b>AAI 6. Labor Issues:</b> Explain the employees' and employers' rights and responsibilities in this industry.		<table border="1" data-bbox="1251 516 1486 552"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <p><b>For Example:</b>                      Sometimes the practice of recruiting workers from competitor firms is called "poaching." While poaching may be necessary in a tight labor market, it tends to create an upward wage spiral among firms competing for scarce talent. Poaching also may create unnecessary hard feelings among competitors that otherwise stand to benefit through joint initiatives to improve the pools from which they all recruit talent.                      Your team needs to strategize in alternative approaches. One member has suggested investing in joint education and training with a competing firm. Another team member suggests the Workforce investment boards can serve as facilitators in bringing together competing firms. Your team needs to create a plan so a win-win situation for all involved occurs.</p> <p>You are hired by a local Wal-Mart to research the advantages and disadvantages of a workers union. You will need to explain how a union would affect the store and the business as a whole. Prepare your report to either support the current policy of no unions or to support why there should be unions at Wal-Mart.</p>	1	2	3	4
1	2	3	4				

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Student will:	Student will:	<ul style="list-style-type: none"><li>English/Language Arts/Literacy: E</li><li>Mathematics: M</li><li>Science: S</li><li>Art: A</li></ul>	Student will:				
	31. Analyze a business organization’s competitive position within its industry.		<table border="1"><tr><td>1</td><td>2</td><td>3</td><td>4</td></tr></table> <p><b>For Example:</b> You are hired to help a company that is interested in opening a new location in your area to determine its competitive position in the market. Based on your research of US Census, DOL and other economic data resources you will prepare a SWOT (Strengths, Weakness, Opportunities and Threats) analysis including a summary of the number of similar businesses in the market, and whether that market segment is growing, stagnant, or declining.</p> <p>You want to open a pizza place in your town. Prepare a competitive analysis to support why another pizza place will be successful.</p>	1	2	3	4
	1	2	3	4			
32. Apply operations management principles and procedures to design an operations plan		<table border="1"><tr><td>1</td><td>2</td><td>3</td><td>4</td></tr></table> <p><b>For Example:</b> You are running a mail order business. Prepare an Operational plan that covers: customer service; distribution; packaging; samples; and insurance. It is important to understand how you will get your product from your business location to the customer.</p>	1	2	3	4	
1	2	3	4				
Understand the tools, techniques, and systems that businesses use to create exchanges and satisfy organization objectives.	33. Recognize the customer-oriented nature of marketing and analyze the affect of marketing activities on individuals, business and society.		<table border="1"><tr><td>1</td><td>2</td><td>3</td><td>4</td></tr></table> <p><b>For Example:</b> You are hired as the new social media marketing director for the local ski mountain. You will research the various forms of social media available to promote and market the resort and select the most effective ones for developing a relationship based marketing program with the mountain’s guests (customers).</p>	1	2	3	4
1	2	3	4				

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	34. Analyze the characteristics, motivations, and behaviors of consumers and the influence of external factors on marketing.		<table border="1"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <p><b>For Example:</b> You are hired to help introduce a new healthier children's cereal to the market place. Research and prepare a report to explain the target market, if you will offer discounts (coupons), where you will offer the discounts, and any in-store promotions (taste tests).</p>	1	2	3	4
1	2	3	4				
	35. Analyze the elements of marketing mix (“The 4 Ps”), their interrelationships and how they are used in the marketing process.		<table border="1"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <p><b>For Example:</b> You work for Honda and are on the team to introduce the new electric car. Prepare a report on the pricing strategy, promotional strategy, and where you plan to launch the car.</p>	1	2	3	4
1	2	3	4				
	36. Describe the elements, design and purposes of a marketing plan and how marketing research is used in decision making.		<table border="1"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <p><b>For Example:</b> As part of a market research project, you will use the internet and print resources to identify 10 companies in at least three different industry sectors located in your area that advertise using the internet. You will prepare a presentation that shows the businesses by industry and primary internet marketing sites. You will also prepare a spreadsheet that shows the websites (at least 6 per company) used each company, and prepare a graph from the spreadsheet data that shows common websites used by these companies, both industry-specific and in general.</p>	1	2	3	4
1	2	3	4				

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Understand the necessary employability skills to achieve success in today's workplace	<b>37. Decision-Making &amp; Problem-Solving:</b> Demonstrate and apply good decision-making and problem-solving skills by outlining issues in situations/problems and determining, collecting, and organizing information needed in order to formulate a solution.		<table border="1"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <b>For Example:</b> As COO of a software company, you are tasked with locating a suitable site for the company's relocation to this area. You will prepare a report to the board that analyzes the pros and cons of purchasing or leasing the space. You must research and document the potential locations, costs, and other information needed to make an informed decision, and present the analysis and your recommendation to the board in an oral presentation, including a visual presentation with graphs and charts that illustrate the options, issues and data supporting your recommendation.	1	2	3	4
1	2	3	4				
	<b>38. Self –Management:</b> Demonstrate and apply self-management skills by adhering to regulations, being responsible, and following through on commitments.		<table border="1"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <b>For Example:</b> As a new manager you decide to design a personalized stress management plan. In the plan, include descriptions of: <ul style="list-style-type: none"> <li>The signs that indicate that you're overly stressed. Include the number of work hours that you want to average per week.</li> <li>How you will ensure that you notice each of the signs.</li> <li>How you will conclude whether you need to make changes in your work and life styles.</li> <li>Where you will go for help.</li> <li>Seek out at least one co-worker and ask them to check in with you every two weeks to see how you're doing. You might suggest that they do the same plan and you can reciprocate by helping them as well.</li> </ul>	1	2	3	4
1	2	3	4				

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	<b>39. Communication Skills:</b> Demonstrate and apply effective communication skills: oral, written, visual, and listening.		<table border="1" data-bbox="1251 516 1486 552"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <b>For Example:</b> You have been asked to speak at the local Chamber of Commerce. The chamber is interested in becoming a business partner and would like to know more about opportunities to participate. Research the organization and prepare a written report as well as a presentation to the organization. Using presentation software, you will have 20 minutes to share your presentation with the chamber members.	1	2	3	4
1	2	3	4				

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	<b>40. Ability to Work with Others:</b> Demonstrate and apply the necessary skills in order to work effectively with others.		<table border="1" data-bbox="1251 516 1486 548"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <p><b>For Example:</b>                      Group one serves as agent for a star baseball player who is now a free agent and the other group represents the baseball franchise. As the facilitator you will work with group one to brainstorm, discuss, strategize, and prepare a list of points you want to achieve in the contract. You will then meet with the group representing the other side and attempt to negotiate an agreement acceptable to both sides.</p> <p>Your supervisor has requested you update the personnel handbook. You need to review the following sections:</p> <ul style="list-style-type: none"> <li>• Conflict management skills: describing, justifying, and applying a resolution process, and reflecting on the outcome</li> <li>• Work ethics standards: the most common problems within the profession</li> <li>• Respect for cultural and individual differences</li> <li>• Group skills: listening; brainstorming; clarifying information; showing initiative; acknowledging contributions; defining group tasks; and responding positively to constructive feedback</li> <li>• Individual strengths to enhance a group's performance and assume responsibilities within a group                         <ul style="list-style-type: none"> <li>. The use of group skills in a way that enhances a group's performance.</li> </ul> </li> </ul>	1	2	3	4
1	2	3	4				

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	<b>41. Information Use - Research, Analysis, Technology:</b> Demonstrate and apply the use of information through research, analysis, and technology. <b>AAI 5. Underlying Principles of Technology:</b> Explain through discussion the technological systems used within this industry.		<table border="1"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <b>For Example:</b> As part of a market research project, you will use the internet and print resources to identify 10 companies in at least three different industry sectors located in your area that advertise using the internet. You will prepare a presentation that shows the businesses by industry and primary internet marketing sites. You will also prepare a spreadsheet that shows the websites (at least 6 per company) used each company, and prepare a graph from the spreadsheet data that shows common websites used by these companies, both industry-specific and in general.	1	2	3	4
1	2	3	4				
	<b>42. Mathematical Concepts:</b> Demonstrate mathematical and computation skills as applied to real world situations.		<table border="1"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td></tr> </table> <b>For Example:</b> As owner of a start up bike rental shop with an initial investment of \$80,000, you will prepare a cash flow projection for one year using spreadsheet software and formulas in the spreadsheet for ratios and calculations.  As a college student you need to make a monthly budget. You make a total of \$500 a month from your part-time job. You have the following expenses: Car insurance \$115, Cell phone bill \$75, and a credit card bill of \$50. Make sure to do a full budget for all your food, entertainment, and other expenses for a full 30 days.	1	2	3	4
1	2	3	4				

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	<p>43. <b>General Safety:</b> Demonstrate and apply safe practices and procedures in the workplace.</p> <p><b>AAI 8. Health, Safety, and Environment:</b> Explain the health and safety laws and practices affecting the employee, the surrounding community, and the environment in this industry.</p>		<table border="1"><tr><td>1</td><td>2</td><td>3</td><td>4</td></tr></table> <p><b>For Example:</b> Hospital emergency room (releasing health information)</p> <ul style="list-style-type: none"><li>Employer’s human resources department (requesting health information)</li></ul> <p>You are employed at company BZ and you are in the local emergency department for treatment of a chronic condition which is not work-related. Your condition necessitates a five-day leave from work for illness. The employer requires a “return to work” document for any illness requiring more than 2 days leave. The hospital Emergency Department has an EHR and their practice is to cut and paste patient information directly from the EHR and transmit the information via email to the Human Resources department of the patient's employer.</p> <p>Potential areas of discussion of BUSINESS PRACTICES based on this scenario:</p> <ol style="list-style-type: none"><li>Determining employee agreement to release information.</li><li>Determining what are the minimum necessary elements which can be legally transmitted.</li><li>Ensuring the data is secured as it is transmitted.</li></ol>	1	2	3	4
1	2	3	4				
	<p>44. <b>Career Development:</b> Demonstrate personal/career development skills by completing a career plan.</p>		<table border="1"><tr><td>1</td><td>2</td><td>3</td><td>4</td></tr></table> <p><b>For Example:</b> One of your work benefits includes furthering your education. You have decided you want to pursue courses at a postsecondary institution and will need to investigate what training/courses will assist you in gaining a promotion. You will outline a report and present it to your supervisor for his approval.</p>	1	2	3	4
1	2	3	4				

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